



Caller ID Lookup Sources

User Guide

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Overview

A Lookup Source lets you specify a source for resolving numeric caller IDs of incoming calls to names. You can then link an inbound route to a specific CID source. You can also install the Phonebook module to have a small number to name association.

NOTE: Name lookup may slow down your PBX.

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Logging In

- Log into the Caller ID Lookup module and you should see a screen like this.

Add Source

Source Description: 

Source type: 

Cache results:  ☐

Submit Changes

Creating a Caller ID Lookup Source

- We are going to create a Lookup into a MySQL Database in our example.
 - Source Name-** In our example we will call this Customer DB.
 - Source Type-** We will pick MySQL.

Add Source

Source Description: 

Source type: 

Cache results:  ☒

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- Now we need to setup the database connection information below.
 - **Host-** Here we will put the IP address of our MySQL server, which is “192.168.1.19.”
 - **Database-** Here we will define the database name we want to connect to, which in this example is “customers.”
 - **Query-** Define the lookup query you want. In this example the query is “SELECT name FROM customers WHERE number LIKE %[NUMBER]%.”
 - **Username-** Here we define the username for the database, which in this example is “mysqluser.”
 - **Password-** Here we define the password for the database, which in this example is “mysqlpass.”

MySQL

Host: ?	<input type="text" value="192.168.1.19"/>
Database: ?	<input type="text" value="customers"/>
Query: ?	<input type="text" value="SELECT name FROM custom"/>
Username: ?	<input type="text" value="mysqluser"/>
Password: ?	<input type="text" value="mysqlpass"/>

- Don't forget to press the “Submit Changes” button when done.

Submit Changes

Hooking Inbound Routes to Lookups

- We can now take an inbound route and, under the Cid Lookup Source section, tell it to use our Customer DB lookup source. Anytime a call comes in this inbound route, it will lookup the number against our database and if it finds a match, it will replace the name of the Caller ID with the name in the database.

CID Lookup Source

Source: ?	<input type="text" value="Customer DB"/>
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